



PC PAL Business IT Support Services

SUPPORT PACKAGE	BRONZE	SILVER	GOLD	PLATINUM
Summary	24-7 Monitoring, Standard Support Charges	24-7 Monitoring & Protection, Discounted Support Charges, Enhanced Priority	24-7 Monitoring & Protection, Inclusive Remote & Onsite Support, Discounted Support Charges, Further Enhanced Priority	The Full, Priority Service with Everything Included
Price per Computer per Month	£12	£19	£32	£60
Price per Day Indication	£0.39	£0.62	£0.99	£2.63
Minimum Contract Term	3 Months	3 Months	3 Months	3 Months
RESPONSE TIMES				
Telephone Support	Normal availability	Within 6 Working Hours	Within 4 Working Hours	Within 1 Working Hours
On-site Support	Normal availability	Next Working Day	Within 8 working Hours	Within 2 working Hours
Contact Hours	Mon-Fri, 9am to 5.30pm	Mon-Fri, 9am to 5.30pm	Mon-Fri, 9am to 5.30pm	Mon-Fri, 8am to 8pm
PROTECTION & MONITORING				
Active 24/7 Systems Monitoring	✓	✓	✓	✓
Automatic System Updates	✓	✓	✓	✓
PC PAL Anti-virus Software	£40 per Year	✓	✓	✓
PC PAL Unlimited, Secure Online Backup	£40 per Year	✓	✓	✓
SUPPORT CHARGES				
Remote / Telephone Support (Per 15 min block)	£15	£10	Included	Included
Onsite Support per Hour (Min 1 Hour Charge)	£59	£49	1 hour Included per Month, Thereafter £39	Included
EXTRAS				
Discount for Additional Computers on the Same Support Level at the Same Premises	N/A	10%	20%	25%
Web Domain & Email Hosting	Available	Available	Available	Available
Monthly Newsletter and Tips	✓	✓	✓	✓